

Commonwealth Office of Technology

Rated Service Description

Tier I Firewall Support Services		Rate
FW10	<p>Monthly, per firewall</p> <p>The Commonwealth Office of Technology (COT) features two distinct firewall platforms as part of its network security service offerings. These two platforms are defined as Tier I Firewall Service and Tier II Firewall Service. COT offers two different platforms for firewall protection because of the diversity of security needs that exist among the different agencies that connect to KIH. The following is an Executive Summary of the differences in Tier I and Tier II firewall services.</p> <p>Tier I Firewall Service is designed to meet the needs of larger agencies that desire maximum proactive security services. This service utilizes Checkpoint Firewall-NG (the industry leader in firewall technology) based on Nortel's Alteon Stateful Firewall (ASF); which runs on a hardened Linux Kernel. Tier I Firewall Customers receive 24x7x365 firewall support. Therefore, a Tier I Firewall solution provides the following security services.</p>	\$1,650
FW10	<p>Includes the following HARDWARE</p> <p>Firewall equipment will be provided by COT and a one time charge, dependent on actual equipment used, will be passed thru for the cost of hardware.</p>	
FW10	<p>Includes the following SOFTWARE</p> <p>Firewall software will be provided by COT and a one time charge, dependent on actual software used, will be passed thru for the cost of the software.</p>	
FW10	<p>Includes the following SERVICES</p> <ul style="list-style-type: none"> · Active Monitoring – Active Monitoring includes log review, traffic analysis, and virus activity alerts. COT's Security Team will analyze the firewall log files to identify mysterious connection attempts or potential problems. Furthermore, they analyze the data traversing the firewall for abnormal connection attempts of a certain type or at a certain rate that surpass thresholds that serve as a baseline for Tier I Firewall networks. Finally, they monitor the data traversing the firewalls for known virus activity. · Event Notification – COT's intrusion detection system (IDS) will alert COT with detailed information concerning security events as observed on the firewall by the Active Monitoring as described above. Events such as a port scan, abnormal connection attempts/types and virus activities are reported to COT Security Staff for immediate mitigation. · Firewall Health Check / Network Availability – COT's Firewall Team monitors the firewall hardware, OS, software and interfaces for network availability through a series of health checks. As such, COT's Firewall Team will apply patches to the firewall (hardware and software) as needed. In the event of a failure, COT staff will be automatically alerted and begin working immediately to restore connectivity. · Web Portal Access to Ticket Information and Firewall Logs – Tier I Firewall Customers are provided access to the Web Portal in order to access information regarding their respective firewall(s). Tier I Firewall Customers can login to the portal 24x7x365 from any Internet accessible workstation. Once inside the portal, customers can access tickets related to troubleshooting efforts, rule base change requests and view a copy of their respective firewall policy. · Unlimited Normal Firewall Maintenance / Rule Base Changes – Authorized Agency Security Contacts can request as many changes to their Firewall's Rule Base as necessary to secure their network. Changes are submitted to COT via the Commonwealth Service Desk. Rule base changes that are received by 3:00 PM EST are guaranteed to be administered by COT Network Operations staff during the next morning's change control window from 6:00 AM to 7:00 AM. · Six (6) Emergency Change Controls a year. Emergency Change Controls are defined as any change to the rule base that requires resolution within four (4) hours. · Systematic Firewall Rule Base Review – The COT Security Services Branch works closely with the Network Operations branch to review firewall rule bases for consolidation and security best practices. · Firewall Rule Base Access – COT Network Operations Staff will provide the Agency with a copy of the Firewall Policy upon request. 	

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FW10 To Initiate Service or Report a Problem with this service

Please contact the Commonwealth Service Desk:

- 24x7 Phone support: 502-564-7576
- Toll free support number: 800-372-7434
- Via e-mail CommonwealthServiceDesk@ky.gov

An approved Agency firewall contact will need to complete an F180 Form and provide a valid billing number and signed EO when requesting new service. Furthermore, requests for change or troubleshooting must come from an authorized agency network or security contact, and must include the source IP address/range, destination IP address/range, as well as the service ports (TCP/UDP).

FW10 Additional Service Clarifications